

# Customer Service Report for EMIB



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
<b>Accounts</b>											
Edit Account	1	0	0	0	0	0	0	0	1	0	11
General Info	1	0	0	0	0	0	0	0	1	0	13
Password Reset	1	0	0	1	0	0	0	0	2	0	17
Register/Open	0	0	0	602	0	0	0	0	602	0	0
<b>Application Support</b>											
Database Development	0	1	0	0	0	0	1	0	0	0	0
<b>Back Office Support</b>											
Active Directory	3	0	0	2	0	0	0	0	5	0	7
Backup/Restore	1	0	0	0	0	0	0	0	1	0	10
Create DL	1	0	0	0	0	0	0	0	1	0	11
Migration/Upgrade	0	1	0	0	0	0	0	0	1	0	0
Permissions/Shares	6	0	0	1	0	0	0	0	7	0	10
Reset Limits	1	0	0	0	0	0	0	0	1	0	6
Troubleshoot	2	0	0	0	0	0	0	0	2	0	5
<b>Connectivity</b>											
General Info	1	0	0	0	0	0	0	0	1	0	22
<b>Email</b>											
CES Secure Email	1	0	0	0	0	0	0	0	1	0	30
General Info	4	0	0	1	0	0	0	0	5	0	13
MS Outlook	4	0	0	2	0	0	0	0	6	0	7
<b>Hardware</b>											
Acc/Periph/Config/Setu p	1	0	0	0	0	0	0	0	1	0	7
Acc/Periph/Replaceme nt	0	1	0	0	0	0	0	1	0	0	22
Servers/Config/Setup	0	5	0	0	0	4	0	0	1	0	0
Servers/Install/Build	0	1	0	0	0	1	0	0	0	0	0

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Servers/Move	0	1	0	0	0	0	0	0	1	0	0
Servers/Replacement	0	2	0	0	0	0	0	0	2	0	0
Servers/Troubleshoot	0	1	0	0	0	1	0	0	0	0	0
<b>Local LAN</b>											
LocalLAN/Connectivity	1	0	0	1	0	0	0	0	2	0	7
<b>NIHnet</b>											
Server Support-DNS	1	0	0	0	0	0	0	0	1	0	7
Server Support-Other	1	0	0	0	0	0	0	0	1	0	70
Service Prov-IP Address Admin	1	0	0	0	0	0	0	0	1	0	10
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	3
<b>OIT Categories</b>											
New Act Dir Dom Acct	0	0	0	1	0	0	0	0	1	0	0
<b>Grand Total:</b>	<b>33</b>	<b>13</b>	<b>0</b>	<b>611</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>649</b>	<b>0</b>	<b>1</b>

Total Tickets Closed: 650

Total Tickets Assigned/Pending/Checked Out: 7

Total Tickets Created: 657